

Colette M. Riehl

VP - Operations, APS Healthcare

Contact Information APS Healthcare
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Professional History

2013 - Present

APS Healthcare – West Region

Vice President, Operations

- Responsible for executive oversight of all west coast service centers, which deliver a wide range of case management, disease management, assessment, and LTSS assessment services.
- Monitor service quality, outcomes and processes for all west coast service center programs.
- Represent APS, as executive sponsor for west coast programs, to state and local customers in the Medicaid and commercial space.
- Oversee \$23 million annual regional budget.

2012 - 2013

APS Healthcare - Honolulu, Hawaii

Executive Director

- Was responsible for over 135 full-time employees and supplemental staffing.
- Administered programs for state and health plan contracts involving behavioral health and population health management for commercial and Medicaid members. Served as the primary contact for all contracts.
- Collaborated with local, regional, and state partnerships and organizations to improve program delivery.
- Planned, organized, and directed all APS operations in the state of Hawaii, including strategic planning, provider relations, operations excellence, financial management, contract compliance, reporting, facility management, and human resources.
- Managed \$16 million annual budget.

2010 - 2012

APS Healthcare - Columbus, OH

Executive Director

- Managed over 65 full-time employees and supplemental staffing.
- Administered program for state contract involving population health management for state employees. Managed the provision of disease management, health and wellness, incentive management and outreach services. Served as the primary contact for State of Ohio contract.
- Administered health plan program for intensive care management services for Medicaid members in northern Ohio. Managed the provision of field-based, innovative case management/coordination services to this high-touch population. Served as primary contact for this health plan contract.

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- Collaborated with local, regional, and state partnerships and organizations to improve program delivery.
- Planned, organized, and directed APS operations, including strategic planning, provider relations, operations excellence, financial management, contract compliance, reporting, facility management, and human resources.
- Managed \$10 million annual budget.

2008 - 2010

APS Healthcare - Tallahassee, FL

Executive Director

- Was responsible for over 20 full-time employees and supplemental staffing.
- Administered programs for several state contracts, involving ID/DD prior service authorization and pre-admission resident review programs. Served as primary contact for Florida's Agency for Persons with Disabilities and the Department of Children and Families.
- Collaborated with local, regional, and state partnerships to improve program delivery.
- Planned, organized, and directed APS operations throughout the state, including strategic planning, provider relations, operations excellence, financial management, contract compliance, reporting, facility management, and human resources.
- Responsible for new business development and expansion.
- Managed over \$4 million annual budget.

Highlights

- Demonstrated over \$74 million in cost savings to the state of Florida, through contract for prior authorization of ID/DD Medicaid Waiver services, during last fiscal year.
- Pre-Admission Screening/Resident Review program of nursing home residents identified by CMS as a national model.

2006 - 2008

APS Healthcare - Tallahassee, FL

ID/DD PSA Program Director

- Planned and directed operations of a high-quality, cost-effective Prior Service Authorization review program serving individuals under the Florida developmental disability Medicaid Waiver programs.
- PSA program contact for Florida's Agency for Persons with Disabilities. Responsibilities included process design and improvement of operations functions; supervision of professional staff; monitored contract compliance as well as program quality and training issues; organized and submitted required program reports to state contract manager; and compiled special program data for state contract manager.

Highlights

- Appointed by Florida Insurance Commissioner to Developmental Disabilities Compact Workgroup, established by Senate Bill 2654.
- Designed and successfully implemented plan to decrease review turnaround times from 10+ to 2-day turnaround time.

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YWCA of Tampa - St. Petersburg, FL

Program Manager

- Supervised program functions of Adolescent Pregnancy and Parenting Services Program, as well as program staff located at three different sites; facilitated collaborations with Pinellas County Schools and with other agencies .
- Assisted in the relocation of one program site and the physical reorganization of another.

National Society to Prevent Blindness - Tampa, FL

State Program Director

- Supervised service delivery for five area offices.
- Coordinated statewide professional education, community education, and community service programs.
- Trained professional staff and volunteers; formulated state programs and objectives; developed program evaluation system; and compiled data for national office.

Open Pantry - Springfield, MA

Director

- Supervised provision of emergency hunger relief efforts; acted as liaison for agency in the community; supervised, recruited and trained volunteers; coordinated fund-raising and publicity efforts; wrote grants and proposals; and participated in community speaking engagements on hunger and other related issues.

Highlights

- Donations to the organization increased by 57% during my first year of management.
- 26% more recipients served under my directorship.
- Wrote, and received funding for, a \$10,000 Federal grant.

W.W. Johnson Life Center - Springfield, MA

Coordinator, Partial Hospitalization Program

- Planned, organized, directed, and controlled the provision of day-treatment services to ID/DD and MI dual-diagnosis individuals.
- Supervised direct-line therapists; established and maintained community linkages; and supervised social engineering.

Highlights

- Program ran at 92% utilization capacity.
- Client attendance averaged over 85%, compared to a community-based rate of 69% attendance in similar programs.

Education

American International College - Springfield, MA, Master's degree - Human Relations & Community Affairs, 1980

College of St. Scholastica - Duluth, MN, Bachelor's degree - Psychology, 1977